



LEROY D. BACA, SHERIFF

**County of Los Angeles**  
**Sheriff's Department Headquarters**  
**4700 Ramona Boulevard**  
**Monterey Park, California 91754-2169**



May 18, 2010

The Honorable Board of Supervisors  
County of Los Angeles  
383 Kenneth Hahn Hall of Administration  
Los Angeles, California 90012

Dear Supervisors:

**ADVANCED NOTIFICATION OF INTENT TO INCREASE AMOUNT  
OF EXISTING INFORMATION TECHNOLOGY SUPPORT SERVICES  
MASTER AGREEMENT WORK ORDER FOR THE MODIFIED  
AUTOMATED PROCESS AND ACCOUNTING SYSTEM**

**SUBJECT**

This letter provides advance notification to your Board of our intent to request the Internal Services Department (ISD) extend the Information Technology Support Services Master Agreement (ITSSMA) Work Order N01-015 (Work Order) amount with Sierra Systems Incorporated (Sierra) from \$4,039,200 to \$4,454,200 (total increase of \$415,000). The proposed increase would allow for the development of additional functionalities in, and interfaces with, Modified Automated Process and Accounting System (MAPAS) to utilize lockbox banking services. Furthermore, it would allow for the development of new modules to efficiently process restraining orders handled by the Protective Order Support Section Employees that will interface with MAPAS and the Superior Court Document Management System.

In accordance with ITSSMA guidelines, prior Board notice is required for projects that will exceed \$300,000. Your Board was advised by our office when a previous extension of this project's Work Order exceeded the \$300,000 threshold. There is no net County cost, as funding is totally covered by revenue generated from the performance of civil and criminal process services.

*A Tradition of Service*

**BACKGROUND**

Sierra originally developed, and currently maintains the Los Angeles County Sheriff's Department's (Department) proprietary MAPAS through a contract under ISD, ITSSMA. The Department needs Sierra to develop the additional functions, modules, and interfaces required to comply with the Los Angeles County (County) Auditor-Controller mandates and expedite processing restraining and protective orders into the California Restraining and Protective Order System (CARPOS).

**Lockbox**

Currently, employers and banks served with garnishments and earnings withholding orders are required to remit levied monies to one of the Department's Civil Management Unit's (CMU) 20 branch offices for disbursement to judgment creditors. A recent audit by the County Auditor-Controller revealed the inability of the Department to timely receive, deposit, and disburse garnished monies to creditors due to the large volume of remittances. Bank lockbox services ensure the timely processing of remittances.

Under the proposed agreement, Sierra will build new MAPAS features and interfaces to utilize the electronic transactions generated from lockbox services. The lockbox service will, on the date of receipt, scan, index, and deposit remittance checks into CMU's bank account.

**Protective Orders**

State law requires the Department to enter protective orders into CARPOS within one business day after receipt. The Department also scans and publishes protective orders on a website for use by law enforcement. A steady increase in volume has hampered the ability of the Department, as the central repository for protective orders within the County, to timely process all protective orders. The Superior Court, in partnership with the Department, has begun imaging and indexing protective orders.

Under the proposed agreement, Sierra will build the interface for integrating the court's protective order imaging system with MAPAS, CARPOS, and the protective order website. It is expected that this project will significantly reduce the Department's processing time for protective orders.

**FISCAL IMPACT/FINANCING**

The projected cost of \$415,000 is entirely funded by fees collected by the Department's CMU for the service and enforcement of civil process and court orders. There is no net County cost.

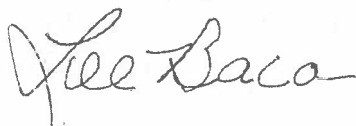
**JUSTIFICATION**

MAPAS is a custom developed application, which was developed and implemented over 20 years ago using Adabas/Natural Development Environment by Sierra. Sierra has been the only vendor supporting and maintaining MAPAS since its implementation. This project requires modifications to MAPAS, as well as the development of interfaces to collaborate with systems maintained by the Superior Court and the bank. Since the application is proprietary, no other contractor has any experience with MAPAS. The MAPAS and CMU's protective order systems are mission-critical, proprietary systems built and maintained by Sierra. No vendor, other than Sierra, has any knowledge of, or experience with, those systems.

The Chief Information Office has reviewed and concurs with this agreement amendment.

Pursuant to Board policy, the Department will execute the agreement amendment with Sierra in two weeks, unless otherwise instructed by your Board. Should additional information be requested, your staff may contact Sam Saad, Project Manager, at (626) 300-3119.

Sincerely,

A handwritten signature in cursive script that reads "Leroy D. Baca".

LEROY D. BACA  
SHERIFF